

# FAIRFAX AREA AGENCY ON AGING

## VOLUNTEER JOB DESCRIPTION

**POSITION TITLE:** Meals on Wheels Volunteer Group Coordinator

**PROGRAM:** Home-Delivered Meals

**AREA OF RESPONSIBILITY:**

- ◆ **Goal:** Assist frail or convalescing homebound, older adults in receiving the Home-Delivered Meals Service in a designated geographic area of the county.
- ◆ **Tasks:**
  1. Accept new client referrals by phone, FAX, or e-mail sometime during business hours, Monday through Friday.
  2. Contact new clients to explain procedures related to meal delivery and collection of meal payment.
  3. Contact food provider to arrange start up or cancellation of meal service for clients.
  4. Write route instructions with pertinent client data and directions to the client's home.
  5. Organize route book for volunteer drivers with clear driving directions and adding or removing clients from the route when necessary. This will involve trips to the institution preparing the food.
  6. Keep track of weekly meal count (number of meals prepared by food provider) and communicate this information weekly to group treasurer.
  7. Maintain client confidentiality by not discussing with others any personal information about clients such as medical, financial or sensitive information except on need to know basis.
  8. Consult with nutrition program social worker if client appears to have other problems or concerns that need attention.

**TIME COMMITMENT:**

- ◆ Prefer minimum one-year commitment to the program.
- ◆ Person needs to be reachable by phone or e-mail during the day in order to accept referrals or cancellations from FAAA staff person
- ◆ Coordinators average approximately ten to fifteen hours per month in performing tasks depending on number of routes.

**QUALIFICATIONS:**

- ◆ Good telephone presence/communication skills.
- ◆ Understanding of elderly issues/concerns particularly pertaining to homebound elderly.
- ◆ Organizational skills.
- ◆ Flexibility.

**VOLUNTEER BENEFITS:**

- ◆ Coverage under the County's secondary liability insurance program.
- ◆ Mileage reimbursement for business related to arranging for meal service or delivery of meals to clients.
- ◆ Regular issues of Volunteer Vibes.

**TECHNICAL SUPPORT:**

Jan Kikuchi  
Supervisor, Nutrition Program  
Area Agency on Aging